



Appeals and State Hearings Newsletter

Website: www.ladpss.org

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Our address: 3833 S Vermont Ave - 4th floor
Los Angeles, CA 90037

Happy Holidays to All from
ASH Administration



ASH MISSION STATEMENT

To carry out the federal and state mandates which guarantee applicants and participants of public assistance the right to a fair hearing and due process.

State Hearing Division Mission Statement



The mission of the State Hearings Division in the California Department of Social Services is to resolve disputes of applicants and recipients of public social services in an impartial, independent, fair and timely manner, ensuring that due process is met in accordance with federal and state law.



Fair Hearing Liaison "BEST PRACTICES"



ASH recognizes the following "Appeals Liaisons Stars" for their effective handling of hearing requests:

- ★ Mari Tsolakyan (#03),
- ★ Oy Ying Kwong (#04),
- ★ Kathy Guerrero (#15),
- ★ Thanh Lam (#20),
- ★ Regina Jackson (#27) and
- ★ Norma Tamez (#66)

Here are some "Best Practices" used by these districts:

- Pull cases immediately when notified that a hearing has been requested.
- Issue Aid Paid Pending as soon as possible after receiving the notification from ASH.
- Review cases to determine whether actions are correct.
- Answer participant's questions.
- Respond to participant's concerns.
- Complete timely case corrections on CWD and state hearing decisions.



Thanks to all of these outstanding liaisons!! ASH staff appreciate your dedication and hard work ☺ !



Case Correction Memos (PA 411) sent by ASH to district offices now identify potential Food Stamp errors. If the issue involves Food Stamps, a notation on the upper right hand corner of the PA 411 alerts districts that the case in question may have a potential Food Stamp error!



In November 2003, there were 224 PA 411s with FS alert notations. Remember that a corrected case means one less error case!!!